Attorney Docket 10022/89

Amendments to the Claims:

This listing replaces all previous versions and listings of claims in the application.

Claims 1-40 (cancelled).

41. (Currently amended) An ~~operations architecture for a~~ netcentric computing system <u>having an operations architecture stored on a computer readable medium</u>, comprising:

a operations integration architecture component executable to provide for the integration of other operations architecture components;

a network/systems management component executable to survey a status of network devices for event faults and health information, to integrate into an overall management platform and to provide monitoring redundancy;

a solution availability component executable to ensure availability of information technology systems through back-up or redundancy strategies by coordination of data across a plurality of network devices and by enablement of the netcentric computer system to recover from man-made and natural disasters that result in interruptions to service;

a service management component executable to assist an information technology organization in providing quality information technology service and to support and to provide a central point of contact to route all reported incidents from users to support teams;

a configuration management component executable to remotely administer changes to network components and to allow network management tools to remotely install or configure firmware or software on the network;

a physical site management component executable to ensure that the physical environment is managed and protected against unplanned outages;

an operations data architecture executable to support an overall service level agreement by defining how operations data is stored, accessed, used and distributed, and how an operations component interfaces to data generated by a different component;

2

an operations execution architecture executable to provide the run-time services for execution of the operations architecture; and

an operations development architecture, wherein the components provide specific functionality for the operations architecture, while the architectures represent the environments in which the components are developed, deployed, and operated.

42.   (Previously presented) The operations architecture of claim 41, wherein said operations integration architecture comprises an integration framework and a monitoring component.

43.   (Previously presented). The operations architecture of claim 42, wherein said integration framework further comprises an applications program interface and an enterprise management console.

44.   (Previously presented) The operations architecture of claim 41, wherein said network/systems management component is selected from the group consisting of a network management tool, a database management tool, an application management tool, a production scheduling tool, an output/print management tool and a security management tool.

45.   (Previously presented) The operations architecture of claim 44, wherein said network management tool is selected from the group consisting of a network monitoring component and a network configuration management component.

46.   (Previously presented) The operations architecture of claim 44, wherein database management component is selected from the group consisting of a database performance monitoring service and a backup preparation service.

47.   (Previously presented) The operations architecture of claim 44, wherein said output/print management tool is selected from the group consisting of an output job and queue manager, and a physical device manager.

3

48.   (Previously presented) The operations architecture of claim 41, wherein said solutions availability component is selected from the group consisting of a backup/storage/recovery management component and a failover management component.

49.   (Previously presented) The operations architecture of claim 48, further comprising a monitor for viewing application performance in a client server application.

50.   (Previously presented) The operations architecture of claim 41, wherein said service management component is selected from the group consisting of a service desk component, a capacity planning component, a user administration component and a service level management component.

51.   (Original) The operations architecture of claim 50, wherein said service desk component includes a workflow automation service, a service desk database, an incident querying capability service and a service desk reporting service.

52.   (Original) The operations architecture of claim 50, wherein said capacity planning component includes a data collection agent, a scenario modeling agent and a data capture agent.

53.   (Previously presented) The operations architecture of claim 41, wherein said configuration management components is selected from the group consisting of a software distribution/file transfer component, an asset management component, a change control component, a migration control component and a systems configuration management component.

54.   (Original) The operations architecture of claim 53, wherein said asset management component includes inventory management tools and license management tools.

4

55.   (Original) The operations architecture of claim 53, wherein said change control component includes a change control workflow automation application, a change control database and a change control reporting service.

56.   (Original) The operations architecture of claim 41, wherein said physical site management component includes a UPS/generator component, a raised floor, a fire suppression and climate control system, a plurality of wiring/cabling and a disaster recovery component.

57.   (Previously presented) The operations architecture of claim 41, wherein the network configuration management component identifies, controls or monitors a plurality of managed objects in the network.

58.   (Previously presented) The operations architechture of claim 57, wherein the managed objects are hardware objects or software objects.

59.   (Previously presented) The operations architecture of claim 41, wherein said operations integration architecture addresses integration of operations architecture components and decides on common standards, interfaces, message formats, monitoring responsibilities, and file logging formats used by other components of the operation architecture.

60.   (Previously presented) The operations architecture of claim 42, wherein said integration framework provides a foundation for standardizing the way system events are communicated, addressed, and managed throughout an environment of the netcentric computing system.

5